

Quality Policy

Business Stream's Solutions department (Business Solutions) provides a range of added value water and waste water services to non-domestic customers across the UK. Business Solutions aims to be a leader in the water and waste water industry through the provision of expert knowledge and service. The value driven solutions provided are designed to meet customers' operational needs while supporting their wider sustainability targets. Business Solutions is committed to the provision of a high-quality service to all customers. To this end, Business Solutions operates a quality management system (QMS) aligned with the requirements of ISO 9001:2015.

This policy covers the activities involved in the delivery of products and services by Business Solutions. Activities include, but are not limited to, pipeline infrastructure services, water management, developer services and alternative water supplies. It applies to products and services delivered by Business Solutions' colleagues and workers acting on behalf of Business Solutions, such as contractors and sub-contractors. This policy does not cover the quality of products or services delivered by the wider organisation (Business Stream).

As part of the commitment to providing a high-quality service, Business Solutions will:

- Evaluate the compliance of Business Solutions' QMS against the requirements of ISO 9001:2015.
- Ensure that Business Solutions delivers a high-quality service that meets the needs of customers to ensure customer satisfaction as well as satisfying all statutory and regulatory requirements.
- Develop and work towards quality objectives and targets. These quality objectives and targets will be reviewed on at least an annual basis.
- Continually improve the performance of the QMS.
- Communicate the Quality Policy to all of Business Solutions' colleagues and review its appropriateness to the company's activities on at least an annual basis.
- Provide training and encouragement to colleagues to ensure they can meet the aims of the Quality Policy and the company's objectives.
- Identify, monitor and measure Business Solutions' quality critical issues.

This policy will be made available to all Business Solutions' colleagues, sub-contractors and suppliers. It will also be made available to our customers and any member of the public or other interested party upon request.



Johanna Dow

Chief Executive Officer

Date: 17 February 2026



Tom Abel

Director of Sustainability Services

Date: 17 February 2026